



## EMPLOYMENT DEVELOPMENT DEPARTMENT CAREER EXECUTIVE ASSIGNMENT EXAMINATION ANNOUNCEMENT

California State Government supports equal opportunity to all regardless of race, color, creed, national origin, ancestry, sex, marital status, disability, religious or political affiliation, age, sexual orientation, medical condition or pregnancy. It is an objective of the State of California to achieve a drug-free work place. Any applicant for state employment will be expected to behave in accordance with this objective because the use of illegal drugs is inconsistent with the law of the State, the rules governing Civil Service, and the special trust placed in public servants.

<b>DEPARTMENT:</b>	EMPLOYMENT DEVELOPMENT DEPARTMENT	<b>RELEASE DATE:</b>	Tuesday, January 26, 2010
<b>POSITION TITLE:</b>	Chief, Resource Management Division, Unemployment Insurance Branch	<b>FINAL FILING DATE:</b>	Friday, February 26, 2010 or until filled
<b>CEA LEVEL:</b>	CEA 1	<b>EXTENDED FINAL FILING DATE:</b>	
<b>SALARY RANGE:</b>	\$ 6,173.00 - \$ 7,838.00 / Month	<b>BULLETIN ID:</b>	12142009_2

### POSITION DESCRIPTION

Under the administrative direction of the Deputy Director, Unemployment Insurance (UI) Branch, the Chief, Resource Management Division, ensures UI telephone service network, the integrated voice response system, and the intelligent call routing system meet current and future UI business needs. Oversees development, implementation, system performance, and upgrading of call routing software solutions. Communicates and coordinates action with the Information Technology Branch's Call Center Operations Section, the UI Branch's UI Policy and Coordination Division and UI Claims Service Division, and contract vendors to ensure the efficient operation of the statewide call routing system and call center operations. Represents the UI Branch in Department forums on call center operations, management, and long-range planning. Supports the UI Branch Deputy Director in accomplishing Department and Branch goals. Actively participates in the development, refresh, and achievement of UI Branch business plan vision and initiatives. Advises the UI Branch Deputy Director on UI program and operational performance targets, measures, and reports. Oversees the Office's forecasts of inbound call volumes, customer service demands, and agents needed to meet performance objectives. Oversees data analyses and reports to help UI program managers explain program outcomes and make data-based decisions. Oversees the development, implementation, maintenance, control, and management reporting of the UI Branch's personal services and operating expense and equipment budgets.

### MINIMUM QUALIFICATIONS

Applicants must meet the following minimum qualifications:

#### Either I

Must be a State civil service employee with permanent civil service status or who previously had permanent status in the State civil service.

#### Or II

Must be a current or former employee of the Legislature, with two or more consecutive years as defined in Government code § 18990.

**Or III**

Must be a current or former non-elected exempt employee of the Executive Branch with two or more consecutive years (excluding those positions for which salaries are set by statute) as defined in Government Code § 18992.

**Or IV**

Must be a person retired from the United States military, honorably discharged from active military duty with a service-connected disability, or honorably discharged from active duty as defined in Government Code § 18991.

**KNOWLEDGE AND ABILITIES**

Applicants must demonstrate the ability to perform high administrative and policy – influencing functions effectively. Such overall ability requires possession of most of the following more specific knowledge and abilities:

(1) Knowledge of the organization and functions of California State Government including the organization and practices of the Legislature and the Executive Branch; principles, practices, and trends of public administration, organization, and management; techniques of organizing and motivating groups; program development and evaluation; methods of administrative problem solving; principles and practices of policy formulation and development; and personnel management techniques; the department's or agency's Equal Employment Opportunity Program objectives; and a manager's role in the Equal Employment Opportunity Program.

(2) Ability to plan, organize, and direct the work of multidisciplinary professional and administrative staff; analyze administrative policies, organization, procedures and practices; integrate the activities of a diverse program to attain common goals; gain the confidence and support of top level administrators and advise them on a wide range of administrative matters; develop cooperative working relationships with representatives of all levels of government, the public, and the Legislature and Executive branches; analyze complex problems and recommend effective courses of action; and prepare and review reports; and effectively contribute to the department's or agency's Equal Employment Opportunity objectives.

These knowledge and abilities are expected to be obtained from the following kinds of experience with substantial participation in the formulation, operation and/or evaluation of program policies (experience may have been paid or volunteer; in State service, other government settings, or in a private organization):

**CEA Level 1.** Supervisory/administrative experience in a line or staff activity, including the execution and/or evaluation of program policies.

**CEA Levels 2 and 3.** Broad administrative or program manager experience with substantial participation in the formulation, operation, and/or evaluation of program policies.

**CEA Levels 4 and 5.** Extensive managerial and program administrative experience which has included substantial responsibility for a combination of management functions such as program planning; policy formulation; organization coordination and control; and fiscal and personnel management. Where high technical professional qualifications are of primary importance in performing the duties of a given CEA position, then the above required experience may have been in a staff capacity exercising professional skills to influence and contribute to program, policy, and methods of providing those professional services. Primary examples are medical doctors and attorneys.

### **DESIRABLE QUALIFICATION(S)**

1. Ability to make data based decisions to address a variety of challenges in a fast-paced and changing environment.
2. Knowledge of state and federal laws, rules, policies, and procedures relating to the Unemployment Insurance program funding, administration and operations.
3. Demonstrated capacity to work cooperatively and promote partnerships with a wide variety of departmental staff, other public governmental agencies, and private entities.
4. Ability to monitor processes and manage resources to direct a customer focused organization.
5. Knowledge of the Department's major automated systems and a sound working knowledge of the role of automation in a production and call center environment.
6. Demonstrated leadership, creativity, sound judgment, and management team experience.
7. Initiative and independence; ability to take informed risks.
8. Knowledge of the principles and practices of organizations, fiscal management, the legislative process, personnel administration, and the department's equal employment opportunity program.

### **EXAMINATION INFORMATION**

A minimum rating of 70% must be attained to obtain list eligibility. Hiring interviews may be conducted with the most qualified candidates. All candidates will receive written notification of their examination results. The result of this examination will be used only to fill the position of **Chief, Resource Management Division, Unemployment Insurance Branch**, with the **EMPLOYMENT DEVELOPMENT DEPARTMENT**. Applications will be retained for twelve months.

*The results of this examination will be used only to fill this position.*

### **FILING INSTRUCTIONS**

#### **Interested applicants must submit:**

- A completed Standard State Application (Form 678).
- A "Statement of Qualifications". The Statement is a narrative discussion of how the candidate's education, training, experience, and skills meet the minimum and desirable qualifications and qualify them for the position. The Statement of Qualifications serves as a documentation of each candidate's ability to present information clearly and concisely in writing and should be typed and no more than two pages in length.

- Resumes do not take the place of the Statement of Qualifications.
- If qualifying under Pattern IV of the minimum qualifications, attach a copy of DD 214 or other official discharge documents.

**Applications must be submitted by the final filing date to:**

EMPLOYMENT DEVELOPMENT DEPARTMENT, Human Resource Services Division, MIC 54  
P.O. Box 826880, Sacramento, CA 94280-0001  
Lisa McVay | (916) 653-8456 | [lmcvay@edd.ca.gov](mailto:lmcvay@edd.ca.gov)

**SPECIAL TESTING**

If you have a disability and need special testing arrangements, mark the appropriate box in Part 2 of the "Examination Application." You will be contacted to make specific arrangements.

**GENERAL INFORMATION**

If you meet the requirements stated in this bulletin, you may take this examination, which is competitive. Possession of the entrance requirements does not assure a place on the eligible list. Your performance in the examination described on this bulletin will be compared with the performance of others who take this test, and all candidates who pass will be ranked according to their scores.

The EMPLOYMENT DEVELOPMENT DEPARTMENT reserves the right to revise the examination plan to better meet the needs of the service if the circumstances under which this examination was planned change. Such revision will be in accordance with civil service law and rules and all competitors will be notified.

**General Qualifications:** Candidates must possess essential personal qualifications including integrity, initiative, dependability, good judgment, and ability to work cooperatively with others.

**Class specs:** <http://www.dpa.ca.gov/textdocs/specs/s7/s7500.txt>